



Event Risk Mitigation Matrix for

International Water Forum – Palestinian Setae

June/2018

First International Water Forum:

Palestinian Water Authority (PWA) is working with many water sector partners in organizing an international Water Forum to be held in June/2018. The Forum is intended to focus on IWRM, in order to assist the Palestinian water sector in acquiring best practices in designing and implementing IWRM policies and plans, in its efforts to manage water scarcity, and to contribute significantly in devising countermeasures and solutions to water sector's institutional and regulatory challenges. Moreover and since the water issues are shared at the regional and global levels, this conference will, hopefully, also serve as a platform to discuss and identify joint approaches that can help achieve sustainable water management at regional and international level.



The focus of the conference is to present real-world experiences in IWRM planning and implementation, and related issues/problems and challenges, to discuss "lessons learnt", share best practices and explore innovative perspectives beyond current IWRM practices that can help Palestine first, and then the regional and the international community sharing the same issues, and to exchange knowledge on such perspectives with renowned experts.

Arab Countries Water Utilities Association – ACWUA as consultant to PWA through SWIM-EU contract will handle the planning phase of forum its tasks includes formulate and precisely identify the main milestones, time frame, deliverables and risk and mitigation.

The forum will consist of main activity (the conference) and some side activities (Exhibition, Tours, opening and closing ceremonies).

Risk mitigation matrix guideline:

The success of your event is measured in many ways and safety is one of them. As part of any good planning process hazards should be identified and risks assessed and controlled to minimize the potential for injury or harm. The below matrix includes the required assessment, control and monitoring of risks of the International Water Forum. The organizers will use the below risk mitigation matrix as an invaluable tool for assess event safety – from the planning phase right through to the overall evaluation of the forum’s activities.

Risk assessment in the below matrix estimates the potential effects or harm of a hazard to determine its risk rating. Depending on the level of risk, IWF’s organizers can prioritize risks to ensure systematic elimination or minimization.

In order to determine a risk rating the matrix identifies:

- The consequence - what will happen, the extent of harm; and
- The likelihood - chances or possibility of it occurring.

Risk Control: for each hazard the below matrix identifies the best method of handling the risk that IWF’s organizers can use to eliminate or reduce the risk, The assessment of hazards can be used to decide upon the best methods which are referred to as the ‘hierarchy of controls’ including:

- Elimination – by removing the hazard entirely through new design or implementing a new process



- Substitution – by replacing hazardous materials or methods with less hazardous alternatives
- Engineering – by isolating, enclosing or containing the hazard or through design improvements
- Administrative – by ensuring safe operating procedures are in place and monitoring is available to all major tasks

Risk tables and matrix

How likely is it to occur?		
Level	Descriptor	Example Detail Description
A	Almost certain	Is expected to occur in most circumstances
B	Likely	Will probably occur in most circumstances
C	Possible	Might occur at some time
D	Unlikely	Could occur at some time
E	Rare	May occur but only in exceptional circumstances

What is likely to be the impact?		
Level	Descriptor	Example Detail Description
1	Insignificant	• Low financial loss
2	Minor	• Medium financial loss
3	Moderate	• High financial loss
4	Major	• Major financial loss
5	Catastrophe	• Catastrophic financial loss



Risk Rating Matrix					
How likely is it to occur?	What is likely to be the impact?				
	Insignificant 1	Minor 2	Moderate 3	Major 4	Catastrophe 5
(A) Almost certain	H	H	E	E	E
(B) Likely	M	H	H	E	E
(C) Possible	L	M	H	E	E
(d) Unlikely	L	L	M	H	E
(E) Rare	L	L	M	H	H

Ratings

E = Extreme risk: immediate action required

H = High risk: senior management attention needed

M = Moderate risk: management responsibility must be specified

L = Low risk: manage by routine procedures

Event Risk/Mitigation Matrix

	Hazard Issue	Person affected/ Location	Risk Rating (refer to risk matrix) *	Risk Control Measures	Who	When	Notes
1-	Severe Weather during events	Ramallah	(D, 2) L	<p>Currently:</p> <p>Next step</p> <ol style="list-style-type: none"> 1- Selecting event date with less probability rate of weather fluctuations 2- Conditions for <ol style="list-style-type: none"> a. Cancellation/postponement should be available. b. Contingency plans if the event is still able to go ahead. 	PWA	1 st of June/2018	Weather at Palestine in June is almost sunny and stable.
2-	Low number of registration	Participants	(C,4) E	<p>Currently:</p> <p>Next step</p> <ol style="list-style-type: none"> 1- Promote PWA Events in international conferences and exhibitions 2- Conduct Effective Marketing Campaigns 3- Approach sponsors to cover expenses 4- Attach donors to sponsor the participation of the attendees 	PWA ACUWA Steering Committee	Starting from November 1 st , 2017	In addition to the marketing campaign, an approach of promoting each session separately to interested target audiences should be used.



				<ul style="list-style-type: none"> 5- Using direct communication with target audiences. 6- Direct invitations to local and regional universities 7- Direct invitations to local and regional and intentional experts 			
3-	Inadequate venue	Participants	(C,3) H	<p>Currently:</p> <p>Next step</p> <ul style="list-style-type: none"> 1- Venue should have appropriate environmental conditions (Moderate Temperature) 2- The hall capacity should be appropriate to accommodate the number of participants 3- The setup of the hall should be adequate for the event (theater style) 4- The hall should be fully equipped to meet the needs of speakers and participants (Audio/visual). 	PWA and Event Management Company	1 st of January 2018	Now all available venues in Palestine are being studied and evaluated to shortlisted the most appropriate ones.
4-	High rates of venues / services, etc.	PWA	(B,4) E	<p>Currently:</p> <p>Next step</p> <ul style="list-style-type: none"> 1- Request 3 offers and select the most reasonable one financially. 2- Use the model of outsourcing of services like catering if more feasible. 	PWA and Event Management Company	15 th of January 2018	Set a specific budget and exclude over budgeted offers.
5-	Poor printing material in	PWA	(B,2) H	<p>Currently:</p> <p>Next step</p>	PWA	Starting from	One of the task specified in the TOR



	term of content, audit and translation			<ul style="list-style-type: none"> 1- Contracting with consultant, with a high experience and reputation in event planning and conceptualization. 2- Starting with the content at early stages. 3- Review the content with the consultant 4- Review and update the design of printing material with the consultant to reflect your message 		October 1 st , 2017	of ACUWA is to prepare and manage the event soft and hardcopy materials.
6-	Low quality of event's printings in term of brands, design and execution	PWA	(C,2) M	<p>Currently:</p> <p>Next step</p> <ul style="list-style-type: none"> 1- Selection of the services providers (event management company) on their experience and reputation 2- Review a sample and soft designs with the consultant. 3- Reprint and re-design unacceptable printings 	PWA	Starting from 1 st of March, 2018	ACUWA will assist in review printing material
7-	Poor or lake of audio-visual material	PWA	(E,2) L	<p>Currently:</p> <p>Next step</p> <ul style="list-style-type: none"> 1- A specific item from the forum's estimate budget is allocated for film production. 2- Selection of Media Production company with high experience 	PWA and Event Management	Starting from 1 th of February, 2018	<p>Is the film about Palestine, the region or international?</p> <p>Could use a ready martials produced by partners</p>



				<p>3- Set the storyboard, photos and infograph content</p> <p>4- Set clear messages from the film</p>			
8-	Miss management of financial resources	PWA	(B,4) E	<p>Currently:</p> <p>Next step</p> <ol style="list-style-type: none"> 1. Formulate a professional committee for managing and following the financial issues 2. Set priorities for budget allocation(Major and minor needs) 3. set a ceiling for each item 4. Request 3 offers for each serves from service providers and select the most reasonable prices 5. Prepare detailed budget with all expenses 6. Continuous calculation of the expenses and compare it with the budget. 7. Emergency plan for raising budget (fund raising). 	PWA	Starting from 1 st February, 2018	There will an MOU and/or agreement with each donor.
9-	Miss management in the transportation from/to bridge and airport	Participants	(B,4) E	<p>Currently:</p> <p>Next step</p> <ol style="list-style-type: none"> 1. A specific task within the TOR of the event management company should be taking care of transportation. 2. The event agency company will be contacted by UfM will handle part of this task for international speaker 	PWA, UfM, ACWUA and Event Management company	Starting from 1 th of April, 2018	AWCUA can support at this point from Jordan (TBD)



10-	Poor Event management governance	PWA ACWUA	(B,3) H	Currently: Next step 1. ACWUA will propose an event governance structure. 2. The steering committee will assure governance structure.	PWA, ACWUA, steering committee	Starting from 1 th of February, 2018	
11-	Poor Event management services	Participants	(B,5) E	Currently: Next step 1- Selection from shortlisted of the services providers (Event Management Company) on their experience and reputation. 2- Set a quality of each output and \KPIs to meager performance 3- Have Plan B to stop contact and select another company to work with.	PWA, ACWUA and Event Management company	Starting from 1 th of March, 2018	
12-	Insufficient VIP participation	VIP participants	(C,4) E	Currently: Next step 1- Save the date letter should be send at early stage. 2- Using direct communication with VIP 3- Announce the event at regional and international events	PWA, ACWUA	Starting from 15 th of March, 2018	
13-	The Forum has many activities that need more management	PWA	(A,2) H	Currently: Next step	PWA, ACWUA and Event Management company	Starting from 1 th of March, 2018	



				<ul style="list-style-type: none"> 1- An organizing team is employed to work on each activity 2- Contract professional service providers to manage the main and side activities 			
14-	Poor Media coverage	PWA and Event Management company	(D,2) L	<p>Currently:</p> <p>Next step</p> <ul style="list-style-type: none"> 1- A team will work on Media plan for the event (pre-event, during, pro-event) 2- Early announcement for the event to media agencies. 3- Prepare and distribute Media kit 4- Press conference planned 5- Communication with international media agencies 	PWA, and Event Management company	Starting from 1 th of Feb, 2018	
15-	Arab's participants' access to Palestine	Arab's participants	(B,4) E	<p>Currently:</p> <p>Next step</p> <ul style="list-style-type: none"> 1- The process of permission issuance should start before enough time. 2- PA should have an interference in this issue. 3- The Diplomacy procedure of participation should be checked and published (Maybe through LAS). 4- A clear procedures should be checked from the Ministry of Civil Affairs 	PWA, UfM, ACWUA	Starting from 1 th of April, 2018	A list of Arab countries which don't have access to Palestine should be ready.



				5- The events agency will be contacted by UfM will handle part of this task			
16-	Visa issuance for international speakers	International participants	(B,4) E	<p>Currently:</p> <p>Next step</p> <ol style="list-style-type: none"> 1- The process of VISA issuance should start before enough time. 2- A clear procedures should be checked from the Ministry of Civil Affairs to be published for potential participants 3- The events agency will be contacted by UfM will handle part of this task 	PWA, UfM, ACWUA	Starting from 1 th of May, 2018	A list of countries need Visa to enter Palestine should be ready.
17-	Overlapping with international events	Participants	(C,2) M	<p>Currently:</p> <p>Next step</p> <ol style="list-style-type: none"> 1- Select a date with no major international event especially for water sector. 2- Announcing the event early at the international agenda 	PWA	Starting from 1 st January, 2018	
18-	Emergency security situations, or emerged political event in the region	Palestine and MENA region	(C,5) E	<p>Currently:</p> <p>Next step</p> <ol style="list-style-type: none"> 1- An emergency plan should be ready 2- The force major condition should be included in all contacts with service providers and donors. 	PWA, ACWUA	Starting from end of May 2018	



				3- Plan B for postponing the event should be ready before 1 month.			
19-	No papers for some topics	Speakers	(A,2) H	Currently: Next step 1- Prepare a list of on invitation speakers for each session. 2- Propose a new topics that can cover the agenda. 3- Communicating universities, water institutions, water experts encourage them to submit papers before due date for call for papers.	PWA, ACWUA	Starting from 1 th of March, 2018	
20-	Poor call for papers process management	PWA Speakers	(C,5) E	Currently: Next step 1- Use a consultant with excellent experience to manage call for papers 2- Select a good and committed scientific committee. 3- Set the precisely criteria, weight and rules of evaluation.	PWA, ACWUA	Starting from 1 th of November, 2017	One of the task specified in the TOR of ACUWA is to manage the call for papers process
21-	Nonprofessional paper evaluation process	PWA ACWUA	(D,3) M	Currently: Next step 1- Set the precisely criteria, weight and rules of evaluation.	PWA, ACWUA	Starting from 1 th of February, 2018	One of the task specified in the TOR of ACUWA is to manage the call for papers process
22-	Not enough companies interested to	Exhibitors	(C,5) E	Currently: Next step	PWA, ACWUA	Starting from 1 th of	



	exhibit in the Exhibition			<ul style="list-style-type: none"> 2- Announcing the Exhibition and find selling points for exhibitions. 3- Set a team for communicating potential organizations and firms 4- Utilize future events to communicate the value of the exhibition 5- Share with Donors, NGOs, municipalities, and water services providers 		March, 2018	
23-	Poor organizing of the Exhibition	Exhibitors	(D,3) M	<p>Currently:</p> <p>Next step</p> <ul style="list-style-type: none"> 1- Selection from shortlisted of the services providers (Event Management Company) on their experience and reputation. 2- Prepare a structure and plan for the exhibition and share it with professional consultant 	PWA, ACWUA	Starting from 1 th of March, 2018	
24-	The closure of the Israeli embassy in Amman continues	Jordanian Participants	(C,4) E	<p>Currently:</p> <p>The embassy is closed (meetings being conducted online).</p> <p>Next step</p> <ul style="list-style-type: none"> 1- Before 50 days of the conference PWA will start working on the permission issuing procedure for confirmed participants from Jordan. 	PWA	Starting from 1 th of May, 2018	



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